

Director of Operations

Job Description



Role: Director of Operations

Reports to: Chief Executive Officer

Contract: Fixed-Term - initially 18 months

Hours of work: 37.5 per week

Salary: £62,379 with potential to increase to £75,479

Location: Hybrid (with 3-4 days per week in Head Office, Old Street, London)

Overview and Background

Originally founded in 1833 as the Entomological Society of London, today the Royal Entomological Society (RES) is a modern, forward thinking, progressive organisation devoted to the understanding and development of insect science. The Society supports international collaboration, research and publication. We aim to show every person how remarkable and valuable insects are. The Society is also about to move into its new Head Office in Old Street, London, with the potential to generate many new opportunities.

The Society has developed an exciting strategy for 2025-2028. This RES has a publishing arm that has a growing journal portfolio and produces new books each year. The Society has an entomological library and runs a number of conferences and meetings each year covering a range of scientific fields. Through its outreach work and events, the Society looks to promote and increase the public's understanding of insect science. Working with partner organisations, the Society organises the annual 'Insect Week'.

Governed by elected members and fellows of the Society, sitting as a council and chaired by the RES President, the organisation has a team of staff that run the Society and its day-to-day activities on behalf of the members. There are also many volunteers who support the Society's operations.

Following the development of a new vision and strategy, the Society has a staffing structure to support its ambitious aims for the future. As a small team, all roles make a major contribution to the Society and will work with a number of others in achieving our vision to 'enrich the world with insect science'.

RES has ambitious aims for the future. You will be part of a small but growing team, in which all roles make a major contribution to the Society. You will work with internal and external partners in achieving our vision to 'enrich the world with insect science'.

Job Purpose

This role is a great opportunity to make a difference. With the development of our new strategy, the RES has committed to enrich the world with insect science. Our aim is to ensure that we grow and engage with our community to diversify our income streams and maximise our impact as a professional body and learned society. Reporting to the Chief Executive Officer, this role will oversee the membership, policy and communications leads. It will also oversee the daily operations of the new RES Head Office in Old Street, London including the management of the staff team and developing new opportunities for the space.



We are looking for an outstanding individual who can help propel the Royal Entomological Society into being a go-to organisation for insect science. Having a strong understanding of business operations and will develop our new Head Office space that works well for our members and is an inspiring space that increases the impact and financial sustainability of the Society.

Main Terms and Conditions

Contract: This is initially a fixed-term role. The role is hybrid with a requirement to be at the Head Office in Old Street, London between 3-4 days per week. *The role is subject to a satisfactory DBS check.*

Remuneration: This salary is a Band 4 position on the RES salary scale. The starting salary is £62,379 with the potential to increase to £75,479 based on annual performance targets. The salary scale is reviewed annually with both a cost-of-living and performance related pay increase within the pay bands determined in the pay policy. Any pay awards are applied to salaries at this point.

Hours of work: The post is full-time based on 37.5 hours per week. The working pattern has flexibility and can be discussed during the recruitment process. For the right candidate, we would consider part-time working. Please make any requests clear in a covering letter in your application.

Annual & Bank Holidays: The holiday year runs from 1 March to 28/29 February each year. You will have an annual holiday entitlement of 25 days plus an additional 8 Public/Bank holidays. Anyone joining part-way through a year will receive a pro-rata entitlement for that year. In addition to the above, we recognise and reward staff loyalty by awarding additional paid leave days, based on length of service, up to a maximum cumulative total of 5 additional days paid leave (pro-rata for part time).

Pension: The post-holder will be eligible to join the RES Pension Scheme.

Excellent Employee Benefits:

Access to extensive professional development opportunities.

Free life assurance benefit.

Cycle to Work scheme.

Employee Assistance Programme and Health Cash Plan.

Probationary Period: This post has a 4-month probationary period, during which your suitability for the post will be assessed.



Equality, Diversity & Inclusivity: We pride ourselves on being a welcoming and supportive organisation to all of our team and membership. All of our team are highly valued and we will support everyone to carry out their role successfully. As a living wage employer, we are committed to ensuring fair pay for all of our colleagues. We encourage staff to be involved with the organisation and have a flexible approach to enable our staff to work and achieve to the best of their ability. We will support individuals to develop in their roles with access to annual reviews and training development.

Key Accountabilities

Operations

- Leading the operational management of the Society and ensuring that systems, processes and facilities support the effective delivery of the Society's strategy and annual business plan.
- Overseeing the management and development of the Society's new Head Office at Wenlock Road, ensuring it provides a welcoming, efficient and accessible base for staff, members and visitors.
- Ensuring the effective operation and maintenance of the headquarters, including facilities management, health and safety, security, business continuity and environmental sustainability.
- Developing the use of the headquarters as a centre for meetings, events and member engagement activities, maximising its value to the Society and its members whilst also attracting additional revenue to support the Charities' work.
- Managing relationships with external suppliers and contractors to ensure value for money and high-quality service delivery.
- Ensuring compliance with relevant legislation and best practice in all operational areas including health and safety, data protection and facilities management.
- Monitoring operational performance and identifying opportunities for continuous improvement.
- Undertaking of contract negotiations where applicable, to achieve best value for the Society.
- Developing systems for staffing including oversight of HR (working with consultants) and timetabling.
- Alongside the Senior Leadership Team and external accountants, developing and managing budgets for various areas of operations.
- Line management of the Facilities/Operations team members.

Membership

- Working with the Membership Manager, overseeing the development and delivery of the Society's membership strategy to support recruitment, retention and engagement.
- Line managing staff responsible for membership services.

Communications

- Working with the Membership Manager, Policy and Public Affairs Manager and Digital and Media Officer, providing strategic oversight of the Society's communications activities, ensuring they support delivery of the Society's strategic objectives.
- In consultation with the wider communications team develop an appropriate organisational structure and strategy for the communications function, addressing any gaps.
- Working with the communications team to develop and deliver integrated communications plans that raise awareness of the Society, increase engagement and promote its activities and impact.
- Ensuring a consistent and high-quality approach to branding and messaging across all communications channels.
- Supporting the development of digital communications, identifying gaps and new opportunities to increase reach and audience engagement. Develop good working relationships with media outlets.
- Monitoring the effectiveness of communications activities and ensuring that they are evidence-led and deliver value.

Strategic

- Contributing as a member of the Senior Leadership Team (SLT) to the development and delivery of the Society's medium and long-term strategy in consultation with trustees and the wider membership.
- As part of the SLT, contributing to the annual development of the business plan to support delivery of the strategic plan.
- Overseeing the implementation of activities that support the delivery of the annual business plan across the areas covered by the role.
- Providing strategic papers and reports, with commentary and analysis, to Council and relevant Committees to support effective decision-making.
- Supporting the CEO in ensuring that the Society fulfils all legal, statutory and regulatory responsibilities.
- Supporting the CEO and Council in maintaining effective governance arrangements and ensuring that Council and Committees receive timely advice and appropriate information.
- Developing an organisation that continually seeks to learn and improve performance, ensuring that the Society's values, ethos and policies are relevant, fair and consistently implemented.
- Ensuring compliance in all areas covered by the role and maintaining an up-to-date understanding of developments and good practice.
- Ensuring that equality, diversity and inclusion are embedded in all aspects of the Society's operations and promoted in everything the Society does.

Other

- Foster a collaborative, inclusive, and results-driven team culture.
- Comply with all relevant legislation and contributing to RES policies and procedures.
- Work closely with other staff to ensure effective teamworking and high standards of work including supporting the day-to-day operations at the Head Office, where applicable.
- Demonstrate commitment to equality, diversity and inclusivity, ensuring RES has a welcoming and inclusive image that is shown through all work.
- Representing the Society at meetings, training, conferences and events. This may involve travel and occasional overnight stays.
- Undertaking any other reasonable duties consistent with the scope and nature of the role as requested by the CEO. As part of a small team, it may include supporting other roles from time-to-time depending on priorities at that time.

PERSON SPECIFICATION

Director of Operations



Knowledge and Experience:

Essential

- Experience in operations, membership, communications or organisational management in a membership organisation, learned society, charity or comparable sector.
- Experience of strategic planning and translating strategy into operational delivery.
- Experience of leading and developing teams and managing organisational change.
- Experience of developing and managing budgets and resources effectively.
- Experience of managing external suppliers and service providers.
- Experience of developing and improving systems, processes and services.
- Experience of preparing reports and papers for Trustees or committees.
- Understanding of governance and regulatory responsibilities within the charity sector or a similar environment.

Desirable

- Experience of facilities or operations management.
- Experience of delivering events and managing work locations.
- Experience of leading membership growth and engagement initiatives.
- Experience of overseeing communications, marketing or digital engagement activities.

Skills:

- Strong strategic and analytical skills with the ability to translate ideas into practical delivery.
- Excellent project management skills with the ability to manage multiple priorities and deliver results.
- Effective leadership skills with an ability to lead diverse teams; leads by example, demonstrates an inclusive style, is committed to teamwork and able to motivate others.
- Excellent communication and interpersonal skills, with the ability to work collaboratively and build relationships with a wide range of stakeholders.
- Strong organisational and time management skills with the ability to plan effectively at both team and individual level.
- Demonstrable commitment to equality, diversity and inclusion combined with the ability to generate trust and confidence.
- Strong digital skills and confidence in using a range of software and systems.
- Ability to work strategically while remaining comfortable with operational delivery in a small and collaborative organisation.
- Experience of working with trustees and volunteers.

PERSON SPECIFICATION

Director of Operations



Personal Qualities:

- A strong work ethic, trustworthy and reliable
- Compassionate attitude and understanding of the needs of people Positive can-do attitude
- Desire to enhance and develop skills and knowledge
- Recognition of the importance of personal responsibility for health and safety
- Commitment to values of openness, transparency and to working with integrity
- Drive and enthusiasm
- Ability to be a team player
- Outstanding interpersonal skills and a collaborative leadership style.
- Strong commitment to the aims and objectives of the Society, including an interest in the natural world.
- Operates with the highest professional and personal standards.

